

We are the Army's Home

Serving the Rugged Professional

VISION

Committed to Service — Enhancing Readiness
— Foundation of the Army Culture

MISSION

IMCOM integrates and delivers base support to
enable readiness for a globally-responsive Army

ARMY VALUES

- Loyalty
- Duty
- Respect
- Selfless Service
- Honor
- Integrity
- Personal Courage

IMCOM PRINCIPLES

- Service
- Excellence
- Respect
- Vision
- Integrity
- Communication
- Empowerment



IMCOM/USAG FORT HOOD



CUSTOMER PLEDGE



IMCOM and USAG Fort Hood acknowledges the special contribution and sacrifice of Soldiers and their Families to our nation. As a service provider organization, we are committed to providing programs and services delivered with a sense of individual pride, professionalism, and in keeping with the spirit of Army values and IMCOM principles.

We create value for our customers through consistent and easily-accessible service.

We will:

Deliver quality products and services.

Build relationships – with communities, with our customers, and with each other.

Be kind and respectful to those we serve.

Conduct ourselves professionally.

Welcome and encourage feedback; we will communicate and listen.

Provide neat, professional and aesthetically pleasing facilities.

Take ownership of our actions.





USAG FORT HOOD LEADERSHIP PLEDGE



Taking care of our customers begins with taking care of our most valuable asset – our Garrison Professionals.

*IMCOM / USAG Fort Hood Leaders will provide our Team Members the same concern, respect and caring attitude that we expect them to share with our Customers
– Soldiers, Families, Civilians and Retirees.*

We pledge to position you for success with:

An impactful on-boarding and orientation experience to welcome you to the Garrison Team.

Clear performance standards; to include standards for service excellence.

An Individual Development Plan (IDP) developed with your supervisor; reviewed during periodic counseling.

Opportunities for personal growth and professional development.

A recognition program to reward service and performance excellence.

Engaged Leaders who seek and welcome your input and take action to continuously improve the organization.

An organization that embraces the concept of team, teamwork and empowerment.

A promise to hold ourselves and each other accountable.



Henry C. Perry, Jr.
Colonel, US Army
Garrison Commander

Antonio Leija, Jr.
CSM, US Army
Garrison Command Sergeant Major

Keith M. Gogas
Deputy to the Garrison Commander